



U.S. Appln. No. 10/090,546  
Atty. Docket No. 01-4004D

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#8  
VT  
12/3/03

PATENT APPLICATION

CERTIFICATE OF MAILING UNDER 37 CFR § 1.8(a)

I hereby certify that this Amendment and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date, 10/24/03, with sufficient postage as first class mail/priority mail addressed to Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Mary E. Anza

(typed or printed name of person mailing paper)

Mary E. Anza

(Signature of person mailing paper)

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OCT 29 2003

Technology Center 2600

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	:	Examiner: Gauthier, Gerald
KATHERINE GODFREY ET AL.	)	
	:	Group Art Unit: 2645
Application No.: 10/090,546	)	
	:	Customer No.: 32127
File: March 4, 2002	)	
	:	
For: APPARATUS AND METHOD	)	
FOR VISUALLY	:	
REPRESENTING EVENTS IN	)	
CALLS HANDLED BY AN	:	
AUTOMATED RESPONSE	)	
SYSTEM	:	

**Mail Stop Non-Fee Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated July 30, 2003, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 7.